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Jbl sb400 not working

Chosen Solution On the internet I read a lot of issues about the JBL soundbar, most of them have suddenly no sound at all everything seems to work fine, the on/off, input change, Bluetooth, pairing with subwoofer, remote etc. etc. all works fine but there is no sound from the bar or from the subwoofer. The cost JBL is charging for repairing is so high it is not economic anymore. So the dump is the only way left? Due to the many problems with this JBL soundbar I read on the internet, and the high costs JBL calculate for repairing it, it is time to do some investigation on what's going wrong with this piece of China electronics..... Please see my youtube video how to fix this problem with "no sound" out of the JBL soundbar..... Most Helpful Answer Hi @victorifix , Here's a link to the service manual for your system. When the sentence below the Document preview box changes from This file is downloadable free of charge: ...processing... to This file is downloadable free of charge: Download, click on Download, as this is the download link. Be patient, it takes a little while to find the file. It contains the circuit details and parts list which may help you solve your problem. I suggest that you check the power supply outputs first to make sure that they're OK. If you don't know what you're doing you can cause more problems than you had before you started. I suggest that you contact a reputable, professional electronics repair service and ask for a quote to repair the system. These systems contain pre-amps and amps. The sound bar will take the incoming signal and filter out the low end and send it via bluetooth to the sub-woofer. A few questions: 1) Does the system still "pair"? Is the pair light on, on the subwoofer?? 2) Are you getting any sound at all from the soundbar? If no sound at all, then I would suspect a problem with the soundbar. A problem here will prevent the sub-woofer from working. Start with the soundbar. Open up the back and look for discolored components or bulged components. If you can, post some pictures of what you find. We'll continue from there. Dan Had same issue with my SB400. All powered on, but no sound from any input. Had it checked in Dallas and it was a power supply issue. Needed to be replaced. 75\$ diagnostic, 140\$ total repair cost. 1 day turnaround. Hello, I had the "no sound" issue as well. In my case the voltage regulator IC801 was broken. Service manual says it has to give fixed output of 1.8v and in my measurement I saw its output is a 1.2v. Replacing with a new one (specifically AMS1117-1.8, 1A) fixed the problem. Hope that helps. Hi, this will help if there is no +5V on R130 and R132 (like my case). Hi, if there is no +5V on ic 101 please check L805, mostly this inductor is coming lose from the pcb due to heat. Please see my video on Youtube fixing this issue..... @henzelmen which one did you resolder I screenshot your video is it this one I'm pointing out let me know please in your video you didn't show your final picture on how it looked after the repair Here is the image of the disappeared L805 Hy, Can someone please check if that it is the same mainboard or similar logical principles for the soundbar models jbl sb400, 2.1 or 5.1 because I have the 5.1 model and it has the same issues. Thanks Have the same problem. Missed L805. Replace it. Works. Hi there: Got a SB150. No sound at all. Bluetooth Connects, woofer pairs. just no sound. Working Power Supply. S\$550Like newS\$170Brand newS\$70Well usedProtectionS\$250Well usedFree shippingProtectionS\$475Well usedS\$1150Well usedS\$140Like newS\$398Brand newS\$800Like newS\$50S\$70Well usedProtectionS\$50Well usedS\$488Like newProtectionS\$360Brand newS\$180Brand newProtectionS\$1,050Brand newS\$170Well usedS\$220Like newProtectionS\$800S\$850Well usedS\$225Like newS\$120Like newS\$1,000Well usedProtectionS\$1,099NewFree shippingS\$400Well usedS\$350Like new Max holds a B.S. in mass communications from SIU, an M.A. in communications from Webster University.The JBL Cinema Soundbar features wireless connection with the subwoofer, Soundshift functionality, which lets you quickly play your smart device audio through the speakers, Bluetooth support, and much more.Sound & VisionJBL Soundbar Troubleshooting GuideJBL Cinema Soundbars feature a Bluetooth-connected subwoofer, the ability to stream sound from your smart device through your soundbar system, the ability to connect other JBL speakers, virtual surround sound support, and much more. Common problems with the JBL line of soundbars include power problems, audio issues, and subwoofer pairing challenges. Try working through your issues using troubleshooting before exchanging your device or paying someone else to do it.No PowerFirst, check the power cable running to the JBL Cinema Soundbar and ensure it's not frayed, cut, or damaged in any other way. If the cable is damaged, one option is to try getting a replacement power cable to see if that resolves your problems. It is especially important to check for damage if you have pets, as they can be rough on power cables. Second, try connecting the soundbar to a different power outlet to see if you still experience the same problems. Ideally, connect the device to an outlet that you know works. If the soundbar isn't working at an outlet you know powers other devices, try replacing the power cable first, and then contact the store you purchased the device from to see if you can exchange it. No SoundMake sure the speaker is actually turned on. The backlight associated with the Power button on the front of the soundbar will be white when the device is turned on and amber when the device is in Standby mode. Ensure the JBL soundbar isn't muted. The backlight for the Power button will blink white whenever the device is muted. You have to press the "Mute" button on the remote control to un-mute the soundbar; there is no option to un-mute located on the soundbar itself. Validate that you have the right input selected on the soundbar. For example, if you are expecting to hear audio from your Xbox One system, the input you're currently set to play audio from on the JBL Cinema Soundbar should correspond with the connected Xbox One. Also, try cycling through the inputs to see if you connected your device to a different input. Make sure the audio is also turned up on the source device. If the audio is muted or turned completely down on the source device, this can also result in you not hearing any sound through your soundbar. If the device you're not hearing audio from is connected to the soundbar via an optical connection, try connecting the two devices using a different cable type, such as HDMI. The optical audio hardware doesn't play back the entire array of surround sound formats, and switching the cable may solve your problem. The first step is to ensure the subwoofer is powered on. The Power button for the subwoofer is on the back of the device. The soundbar and the subwoofer should be paired out of the box, but occasionally they are not. You can re-pair the soundbar and the subwoofer by first pressing the Wireless Pairing button on the front of the soundbar and then quickly pushing the "Wireless Pairing" button on the back of the subwoofer. The devices should pair together inside of a 30-second window. If you're still experiencing problems, make sure the two devices are within an acceptable range of each other. The soundbar and the subwoofer should be no more than 30 feet from each other, and there should be a clear line of sight between the two devices, with no devices in between them. Factory Reset JBL SoundbarPerforming a factory reset of your JBL Cinema Soundbar is a simple way to resolve some hard-to-resolve issues. Additionally, you should always perform a factory reset before getting rid of any piece of technology to ensure that any saved or personal information on the device is erased, which prevents the next owner from accessing it. You can restore your soundbar to its factory settings by holding down both the "Volume +" and "Virtual Surround" buttons for roughly five seconds.Questions & AnswersQuestion: Why won't my JBL Soundbar and subwoofer pair?Answer: They should have been paired automatically. You should have a "Wireless Pairing" button on each device. Try pressing both buttons at the same time. 1. would also make sure they are as close to each other as they can be:Question: Audio comes through on my Xbox One and PS4 just fine. However, on my PC if any audio begins (like in a video or video game) the sound takes a little over a second to begin coming through. Do you know what could be the issue? There is no synching issue, it just is silent for a second before it begins. I am using high quality HDMI cables, all of the same type and brand, and running each device into the sound bar:Answer: Try right-clicking the audio icon in your notification tray, and then clicking "Playback Devices." Your sound bar should appear in that list somewhere. Right-click it, and then click "Configure Speakers." See if adjusting those options helps. Also, if you have any bluetooth devices connected to your computer try disconnecting all of those to see if that helps.© 2017 Max DaltonBill on September 02, 2020:This article is NO help with the loud sound issues of my 5-1C. Aultman on August 06, 2020:Got an old Hitachi tv no digital optical . Will the subwoofer still pair with sound bar?ann on July 19, 2020:my tv sound comes through my sound bar but when i plug in my hdmi from my pc the sound doesn't workky on July 14, 2020:I will never buy JBL sound bar again..i bought sb450 after few months there was no sound in this year feb i bought a latest 2.1 after 2 months the subwoofer was not working so i will advice those who are still planning to buy jbl sound bars to look for other big brandsMontila on July 06, 2020:I have cinema sb160 for about 1 month, was working fine until yesterday it keeps dropping in and out randomly. Any idea??? Is there a factory in this model???JBL Bar Studio Budget Soundbar will not power up, on June 17, 2020:It was working fine but power went out last weekend for few hours. There were no surges just immediate home power loss. All my other electronics were not effected. So now can not power up sound bar after doing all the trouble shooting step. I'm stuck!skandar on May 31, 2020:Help my soundbar jbl sb150 no sound?Help me pliss whyBharat on May 17, 2020:Hi everyone, I have issue in subwoofer as it's paired with bar but still no sound,. I bought 5.1. On Jan 20 it was working good suddenly I was out of home for a month the sound bar was turned off when I came back I try to play but sound in not coming in subwoofer even I re. Paired with bar can anyone help me in issue pleaseSteve on April 13, 2020:Bought a JBL 5.1 Surround soundbar a month ago, was working great until today, has power, buttons work on remote but no sound at all. Checked power cables and changed HDMI cable, reset system still no sound. Ant ideas?RYAN on March 29, 2020:I hav bought my JBL 3.1 sound bar its almost a year now and suddenly the subwoofer doesn't want to pair with the sound bar it firstly gives funny sound with an hour then gone forever, hv tried to unplug and repairing both but nothing works. Anyone similar problem please assistVmod on March 28, 2020:My jbl 3.1 soundbar and subwoofer is not working properly since 1 month i tried alot but no use my sound bar not working HDMI port and subwoofer not working not at all and also showing red indication on my subwoofer plzz help me if you canIvan minnie on February 22, 2020:I just bought the jbl 3.1 and my sub does not want to connect to my soundbar:it says pairing and then nothing happens.The subs pairing button flashes white and that is it.Chris on February 06, 2020:Hi Steven, I am having the exact same issue as you.Any updates on the solution?Harish kumar on January 13, 2020:My JBL 2.1 soundbar sound loudness has been reduced after 12days what is the issue please give a answerLaurenz Schmidt on January 04, 2020:Identical problem as reported by Stephen Ghan. Intermittent failure to power up or abruptly losing power. Re-seating the power plug several times brings the unit back up, but after a few hours or days for no apparent reason it shuts off again. Checked outlet and cable, seems like a defect in the internal power supply. Harman tech support suggested to reset to factory settings. Did not make a difference. now waiting on what they will tell me next.Stephen ghan on December 24, 2019:I bought sound bar JBL 5.1:It work well but first week after purchase I have issue with gadget refusing to power onCheck connection try different power source and still nothingThen for whatever reason it will power on againHowever this has happen 5x in the last 6 weeksI have the unit currently assess by technician awaiting verdictHas anyone got similar problem??? Please let me know if you do and advise me what to doThanksParveen dhawan on November 26, 2019:Bar 3.1 not pairing to subwoofer. I tried to connect but subwoofer light blinking and soundbar working and while pairing on soundbar learning word display but not pairing.Zameer on November 13, 2019:My Jbl 2.1 only plays sound on BT mode. Arc and Optic muted even though they are connected.Prashanth monis on November 01, 2019: i have connecting, problem between subwoofer and soundbar,,still subwoofer is not connecting,i tried factory reset,after, connecting was working good like 5 seconds ,after disconnect again ,and after dont conect back,what can i do,because subwoofer and soundbad stay very close to eachother,and led light show that is connected,help pleaseMatt on October 28, 2019:Soundbar won't power onEduardo on October 26, 2019:the JBL Bar 2.1 just show "ON" and do nothing!no sound, can't use control, can't use buttons, can't resetwhat I do?my name is showsat on September 18, 2019:pls i try to pair the jbl which i did i factory reset and i connect it, and it connect but d speakers is wrkri g but the woofer is not sound out pls what can i doCraig on August 16, 2019:Sound bar was working fine yesterday but can't get any sound todaySajen on August 01, 2019:Both are pairedBut still the sound not coming from the subwoofer only from bar. What can I do?Sergio on June 25, 2019:Can anyone help me out?Sound coming out the sub but nothing out the bar.Jbl cinima 350Carlos C on April 29, 2019:Power on my sb250, sub pairs, but will only work if it plugged in via optical cable, I cannot connect to blue tooth, can't switch sources, can't turn on surround sound, only buttons that are working is volume Up and Down,Tried factory reset but nothing happensdumitras zabolotni on April 15, 2019:hi, i have connecting, problem between subwoofer and soundbar,,still subwoofer is not connecting,i tried factory reset,after, connecting was working good like 5 seconds ,after disconect again ,and after dont conect back,what can i do,because subwoofer and soundbad stay very close to eachother, and led light show that is connected,help pleaseUnable to mute sound bar with remote. Sb 350. Inima on April 14, 2019:Unable to mute Sb with any remote. Cinema sb350Dan on April 10, 2019:The volume on my jbl sb350 will reduce volume by itself, the must use remote to increase volume to a proper level.Rehan on April 03, 2019:I have a 5.1 sound bar jbl my bass dont work it is close 2 tv and is in a working socket please helpMike on April 01, 2019:My JBL Cinema SB450 sound bar & subwoofer sounds great but the volume/sound fades in and out constantly....comes & goes every 5-10 minutes or so. Using the Optical cable from TV to sound bar, do you have any suggestions?Dave on March 31, 2019:Mine is about 3 years old. Now speakers makes high pitched popping noise and no other sound, tried the reset that did nothing.Lox on March 10, 2019:My issue with overlapping IR was resolved by resetting the Sound Bar to factor default as described aboveMatheusOliveira on February 23, 2019:My sb150 has no surround button, how do I factory reset?Shawn on February 02, 2019:JBL 3.1 4K Ultra amazing unit it stopped working at 6 months. Sound bar won't turn on with remote or power button no indication that sound bar is on, no lights, no sound, no connected signal on our devices. Reached out to JBL and more than 10 emails, time zones, different JBL regional reps, and passed off and today passed back to original rep. So frustrating! I want it to work or be replaced butlocal retailer does not carry it any more and will not give return because I need to only deal with manufacturer on 1yearwarranty. Now Bose is the next quality product at massive price ranges.Tom on January 12, 2019:I bought a JBL 3.1 soundbar. Everything works fine but having issues with my cable box remote operating the sound bar every time I use it. Can't figure out the problem and how to fix it. Any ideasLeanne on December 28, 2018:I bought a 5.1 JBL fresh out the box and no sound from subwoofer. It's connected to my sound bar but nothing from subwoofer. HELP please and thank youTanya on November 11, 2018:Is the a way that I can fix the sound on my sound bar everytime i change between different player like Netflix and stan or any player i have to change the source botton to amber is there anyway i don't have to keep changing the source botton to amber each time i use a difference play or is this the only way?Thank youRashmi on November 02, 2018:My JBL SB 350 soundbar is not giving out sound but sub woofer is working.Alberhto on October 29, 2018:My sb150 has no surround button, how do I factory reset?George on October 24, 2018:my Mac pairs with my SB400 speakers and I can play music for about one minute then it kicks it off y ?Frederick Boitumelo on October 06, 2018:These cockroaches should in future include a wired option in this subwoofer this pairing of theirs is frustrating mine is to be an end user not a technicianromeo rosales on September 21, 2018:i have JBL SB 350 but my subwoofer is not working NO POWER!where i buy power supply of this unit or the subwoofer power supply?Steven Cohoe on August 31, 2018:I had thr same problem, but after 2 days of trying different methods, contacting JBL for help and information, nothing came up to aid me. I did find out one afternoon by talking to a technician in the store that sold me the product, that by pressing the reconnect button on the subwoofer 15 times would reset the subwoofer. This worked for me and this little piece of info wasnt anywhere to be found. I hope this helps anyone with thr same problem.Carole on August 25, 2018:I just moved in my old property my sb100 worked fine! Here in my new house nothing, no sound at all. HELP! All connections via Optical cable are fineAdrianna on July 29, 2018:My sb450 after 10 o 15 min it makes a buzzing noise,albert on July 06, 2018:My sb150 has no surround button, how do I factory reset? Choongo on February 08, 2018:I lost my JBL 350 remote control, how do I get other functionalities like turning on HAMMAN feature and others not present on the sound bar?Max Dalton (author) from Greater St. Louis, Missouri on February 06, 2018:You bet. Glad it helped!Max Dalton (author) from Greater St. Louis, Missouri on February 05, 2018:If it's still under warranty I would try and exchange it.Nana on January 13, 2018:My JBL SB 350 soundbar is not giving out sound but sub woofer is working.IVAN on December 31, 2017:I bought you a 5.1 system sound system, and I was very pleased to find technical problemsso the tape is not connected to the subwoofer, and when it comes to manual no sound from it, there is no bass and it is connected to itI hope your answerFab on December 30, 2017:Hi i cannot connect My tablet to the sb via Bluetooth, when searching cannot find the device please help!Neimar Arruda - Brazil on December 21, 2017:Thanks, perfect!Chris Brett on October 18, 2017:I couldn't get my sub to pair with the soundbar fresh out of the box. The soundbar pairing button would not go into the fast blink or "pairing" mode". Once I tried your factory reset trick it paired perfectly! Thank you Max DaltonKerry on August 17, 2017:The sb recognises my TV remote and I can pair the sub woofer and sb but there is just no sound. Everything is connected correctly, I've tried turning off and on. The sb works via blue tooth from my partners phone (my phone can't pick it up) but just not work with my Samsung tv. Please help. Thinking I'll be going back to the shop and asking for my money back.

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